

## RESTRICTED CALL REGISTRY FACT SHEET

### REGISTRATION

Illinois law adopts the National Do Not Call Registry, which is managed by the Federal Trade Commission, giving consumers the benefit of being included in both state and national registries with the convenience of free one-step enrollment. Illinois residential subscribers can register their telephone numbers by Internet or telephone.

#### Internet Registration

[www.icc.state.il.us](http://www.icc.state.il.us)

[www.donotcall.gov](http://www.donotcall.gov)

#### Toll Free Telephone Registration

Call from the number you wish to register

**1-888-382-1222**

**TTY – 1-866-290-4236**

- Cell phone numbers may be registered.
- Telephone numbers remain on the registry for five years unless removed or change by the subscriber.
- Business numbers should not be registered since they are not covered under the law.

While enrollment in the Restricted Call Registry will reduce the number of calls consumers receive, it will not eliminate all unsolicited calls. Placing your telephone number on the registry won't stop calls from political organizations, charities, or survey calls (that are not sales calls).

### EXEMPTIONS

The law provides for certain exceptions, including the following:

- Calls from charitable organizations or religious organizations
- Calls from companies with which a consumer has a current or prior business relationship (example: telephone company or credit card company)
- Calls from companies that have the consumer's prior express invitation or permission to call.

### OBLIGATION OF TELEMARKETERS

Telemarketers are required to update their call lists at least once every 90 days. It could take several months before a consumer sees the full benefit of the enrollment.

Telemarketers and other sellers will have access to the registry in September 2003.

### COMPLAINTS

**Telemarketers have up to 90 days to update their lists and stop placing calls to a telephone number on the registry; a complaint may be rejected if it is placed before the effective date.** Consumers may file a complaint with the ICC or the FTC by

Internet or telephone. To file a complaint regarding an alleged violation, consumers must be able to provide information about the call, as listed below.

### **COMPLAINT CHECKLIST**

- Record the date and time of the call.
- If you have Caller ID, write down the telephone number that appears on the screen and any other number the telemarketer provides (usually a toll free number).
- Record the name of the company whose product or service is being sold by the telemarketer (Federal law requires telemarketers to state this information at the beginning of every call).
- Record the name and address of the telemarketing firm and a manager's name if available.
- Note any product or service information.

### **ENFORCEMENT**

Beginning October 2003, telemarketers that violate the law are subject to enforcement action by the Illinois Commerce Commission, Illinois Attorney General, Federal Trade Commission, and the Federal Communications Commission and are subject to fines and penalties.